



Broadband Access Experience Form

www.FCC.GOV/MyBroadbandStory

As part of the FCC's ongoing efforts to combat digital discrimination, we have established this Broadband Access Experience Form where consumers can share their unique experiences and challenges in obtaining broadband internet access. By sharing their broadband access stories, consumers will help the FCC to identify barriers experienced by historically unserved and underserved communities and inform the work of the Task Force.

If you would like to share your experience, please complete this form. In the description field, you can provide specific details about your experience, including the name of the provider, your address and any other information that describes the challenges that you have experienced, including those due to a provider's practices and policies related to certain terms and conditions of service, such as those concerning speeds, data caps, throttling, late fees, equipment rentals and installation, contract renewal or termination, customer credit or account history, promotional rates, price or how technical support is provided.

This Broadband Access Experience Form is meant to capture narrative information about the unique circumstances, conditions, and experience of consumers. *By submitting Your Broadband Access Experience, you are NOT filing a consumer complaint, and your submission will not be served on your provider.*

You may submit this form by postal mail to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
45 L Street, NE
Washington, D.C. 20554

Please use the space on the back of this page to share your broadband access experience. A digital form is also available online by visiting:
FCC.Gov/mybroadbandstory



Privacy Act Statement

The Privacy Act is a law that requires the Federal Communications Commission (FCC) to explain why we are asking you for personal information and what we are going to do with this information after we collect it.

Authority: The FCC is authorized under the Communications Act of 1934, as amended, to collect the personal information that is requested through the Consumer Complaint Center (CCC). The FCC is authorized to request this information from consumers under 47 U.S.C. 151, 154, 206, 208, 225, 226, 227, 228, 255, 258, 301, 303, 309(e), 312, 362, 364, 386, 507, 610, 613, 617, 618, and 619; Section 504 of the Rehabilitation Act, 29 U.S.C. 794 and 794d; and 47 CFR 0.111, 0.141, 1.711 et seq., 14.30 et seq., 20.19, 64.604, 68.414 et seq., and 79.1 et seq..

Purpose: We are collecting this information so that we can process informal consumer complaints, inquiries, and requests for dispute assistance from individuals, groups, and other entities. We access, maintain and use the information that you provide in the CCC as described in the system of records notice (SORN), FCC/CGB-1, available at <https://www.fcc.gov/managing-director/privacy-transparency/privacy-act-information#systems>.

Routine Uses: We may share the personal information you enter into the CCC with other parties for specific purposes, such as:

- with the provider/company the complaint is filed against to get a response for you;
- in an FCC enforcement action, your name may be made public unless you explicitly request confidentiality;
- with other state/local or federal agencies for investigation, enforcement, or prosecution by another agency;
- with a congressional office in response to an inquiry;
- with the public after redaction of personal information;
- with other agencies or organizations in response to a breach of information.

FCC Notice Required by the Paperwork Reduction Act

The Federal Communications Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information that we request through the Consumer Complaint Center (CCC). The CCC is

used for complaints that involve: (1) phone, (2) TV, (3) radio; (4) emergency, (5) Internet (6) accessibility, and (7) general inquiries/comments. The public reporting for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. The CCC is also used for Accessibility/Requests for Dispute Assistance. The public reporting for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on these burden estimates, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMD-PERM, Paperwork Reduction Project (3060-0874), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to PRA@fcc.gov.

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0874.

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. 3507.